

A satellite night view of Australia, showing the continent's outline and the glowing lights of major cities and towns. The background is dark, with the lights providing a stark contrast.

**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
FRANKSTON CITY COUNCIL**

2015 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey for Frankston City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Frankston City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Frankston City Council.

Survey sample matched to the demographic profile of Frankston City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Frankston City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Frankston City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=401 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Frankston City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING

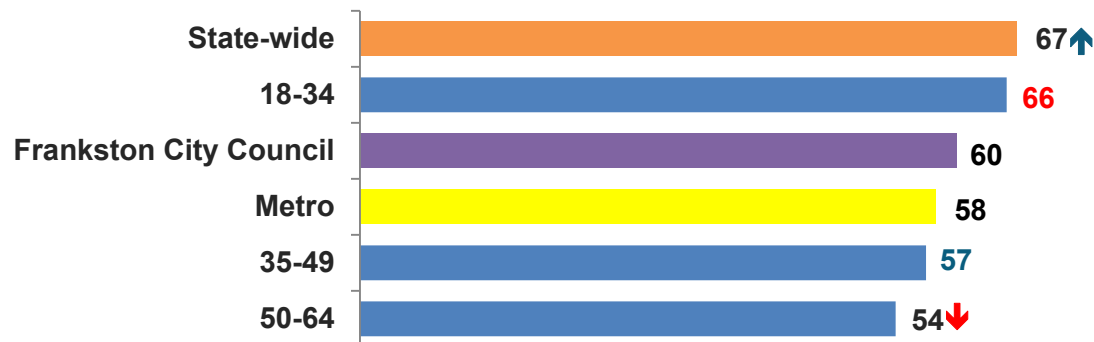
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the ‘Total’ result for the council for that survey question for that year. Therefore in the example below:

- The State-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2014. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2014.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2014.

Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night view of the United Kingdom, showing the island's outline and the glowing network of roads and city lights. The text "KEY FINDINGS & RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the center of the image.

KEY FINDINGS & RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- Frankston City Council’s **performance** in 2015 **dropped slightly** on **five of seven** core measures – Overall Performance, Community Consultation, Sealed Local Roads, Customer Service and Overall Council Direction. While none of these declines were statistically significant when compared with 2014, there are some considerable shifts in ratings by key demographic groups.
 - Female residents in particular have given more critical assessments on Council performance on a number of issues in 2015.
- Council’s **overall performance** rating of 62 is just one point lower than 2014 which does not represent a significant change.
 - That said, residents of the North-West Ward (down six points) and also female residents (down five points) have given less favourable ratings of Council’s overall performance compared with 2014.
- Frankston City Council’s rating for **overall Council direction** dropped two points, to its lowest rating in the past four years, although this result is significantly higher than the Metropolitan and State-wide average.
 - Once again this decline is not significant at the overall level; however 18-34 year olds and women have given much lower ratings of Council performance on this issue in 2015 (down nine points and six points respectively).

KEY FINDINGS AND RECOMMENDATIONS

- The greatest **decline in performance** in 2015 was in relation to **sealed local roads**. The index score of 64 is three points lower than 2014 and places Frankston City Council significantly below the Metropolitan average, but still significantly above the State-wide average. The three point drop is not significant at the overall resident level, but there are some important nuances within the data when looking at demographic segments.
 - Male residents and those aged over 65 rate Council performance on this issue significantly higher than the average (index score of 70).
 - Female residents rate Council performance on sealed local roads significantly lower than the average (59) and are in fact more critical of the condition of sealed local roads in 2015 compared with 2014 (eight points lower than 2014).

- Frankston City Council performs best on customer service (index score of 70), although this result is one point lower than 2014. The lower performance in relation to **customer service** was amidst a **decrease** in the proportion of residents having **contact with the Council** (from 59% in 2014 to 56% in 2015).
 - South Ward residents were most likely to have had contact with Council, but also demonstrated the lowest levels of satisfaction with Council's Customer Service.

KEY FINDINGS AND RECOMMENDATIONS

- On the measure of **advocacy**, Frankston City Council's performance in 2015 **improved by three points** (index score of 59) which outperforms both the Metropolitan and State-wide averages.
 - While at an overall level the 2015 result this doesn't represent a significant improvement on 2014, there *were* significant improvements on the ratings given by 18-34 year olds (an increase of seven points), North Ward residents (increase of seven points), and South Ward residents (increase of six points).

- In terms of **making decisions in the interest of the community**, the 2015 performance index is also 59 which is a **two point improvement** on 2014. This is on par with the Metropolitan average and ahead of the State-wide average.
 - Once again, while the two point shift is not a significant improvement at the overall level, male residents have rated Council far more favourably on this measure in 2015 (index score of 63 which is six points higher than 2014).

KEY FINDINGS AND RECOMMENDATIONS

- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- **A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on (03) 8685 8555.**

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2015

- Advocacy
- Making Community Decisions

Lower results in 2015

- Sealed Local Roads
- Overall Council Direction
- Overall Performance
- Community Consultation
- Customer Service

Most favourably disposed towards Council

- Men
- 65+ year olds

Least favourably disposed towards Council

- North West Ward
- 35-49 year olds

A satellite night view of the United States, showing city lights and a network of roads. The text "SUMMARY OF FINDINGS" is overlaid in white, bold, sans-serif font on the left side of the image.

SUMMARY OF FINDINGS

2015 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Frankston 2012	Frankston 2013	Frankston 2014	Frankston 2015	Metro 2015	State-wide 2015
OVERALL PERFORMANCE	62	66	63	62	67	60
COMMUNITY CONSULTATION (Community consultation and engagement)	58	60	58	57	58	56
ADVOCACY (Lobbying on behalf of the community)	53	57	56	59	58	55
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	57	59	59	55
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	67	64	69	55
CUSTOMER SERVICE	72	70	71	70	73	70
OVERALL COUNCIL DIRECTION	61	63	61	59	56	53

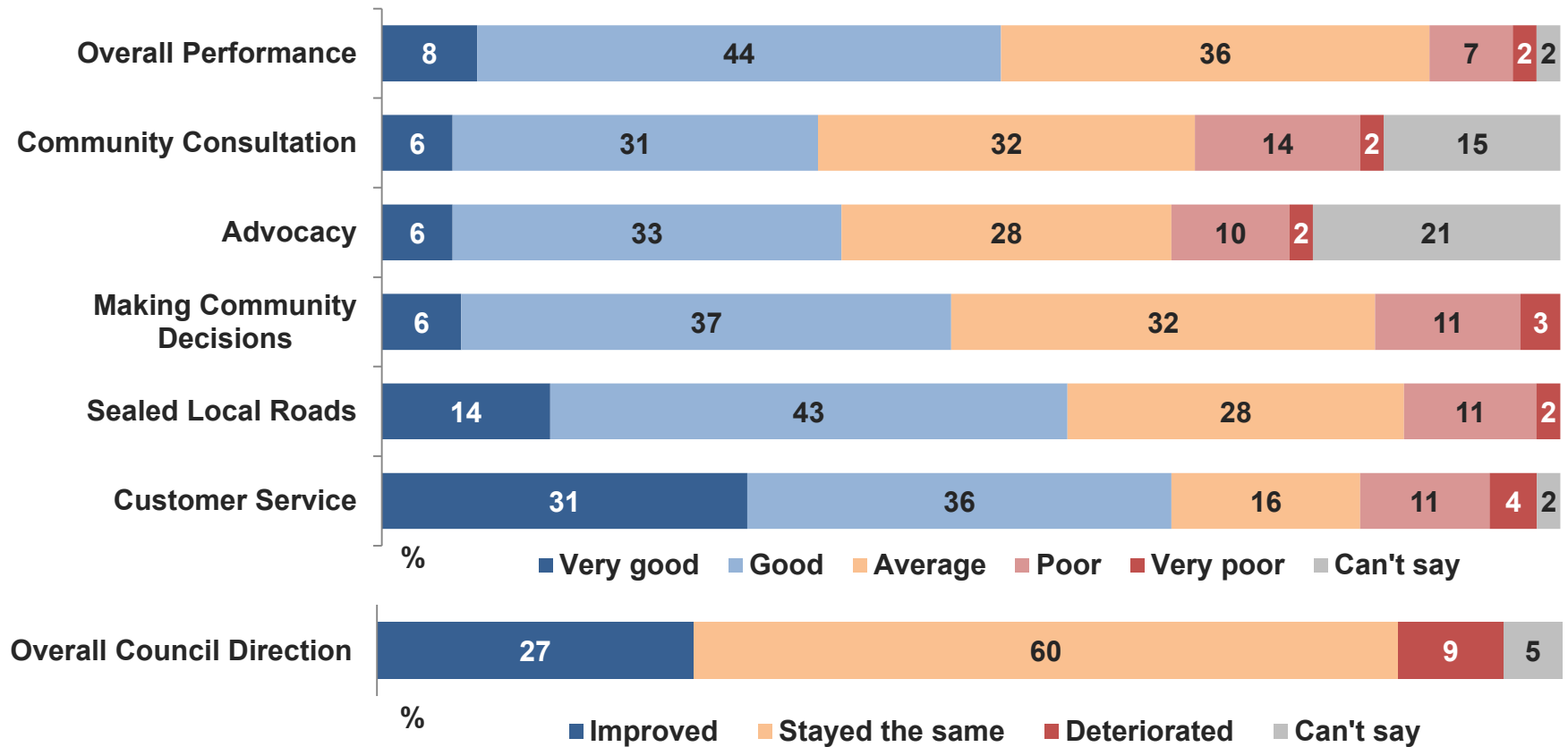
2015 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

Performance Measures	Frankston 2015	vs Frankston 2014	vs Metro 2015	vs State-wide 2015	Highest score	Lowest score
OVERALL PERFORMANCE	62	1 points lower	5 points lower	2 points higher	Men	North West Ward
COMMUNITY CONSULTATION (Community consultation and engagement)	57	1 points lower	1 points lower	1 points higher	65+ year olds	35-49 year olds
ADVOCACY (Lobbying on behalf of the community)	59	3 points higher	1 points higher	4 points higher	18-34 year olds	North West Ward
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	59	2 points higher	Equal	4 points higher	Men	North West Ward
SEALED LOCAL ROADS (Condition of sealed local roads)	64	3 points lower	5 points lower	9 points higher	Men	Women
CUSTOMER SERVICE	70	1 points lower	3 points lower	Equal	65+ year olds	South Ward
OVERALL COUNCIL DIRECTION	59	2 points lower	3 points higher	6 points higher	65+ year olds	35-49 year olds

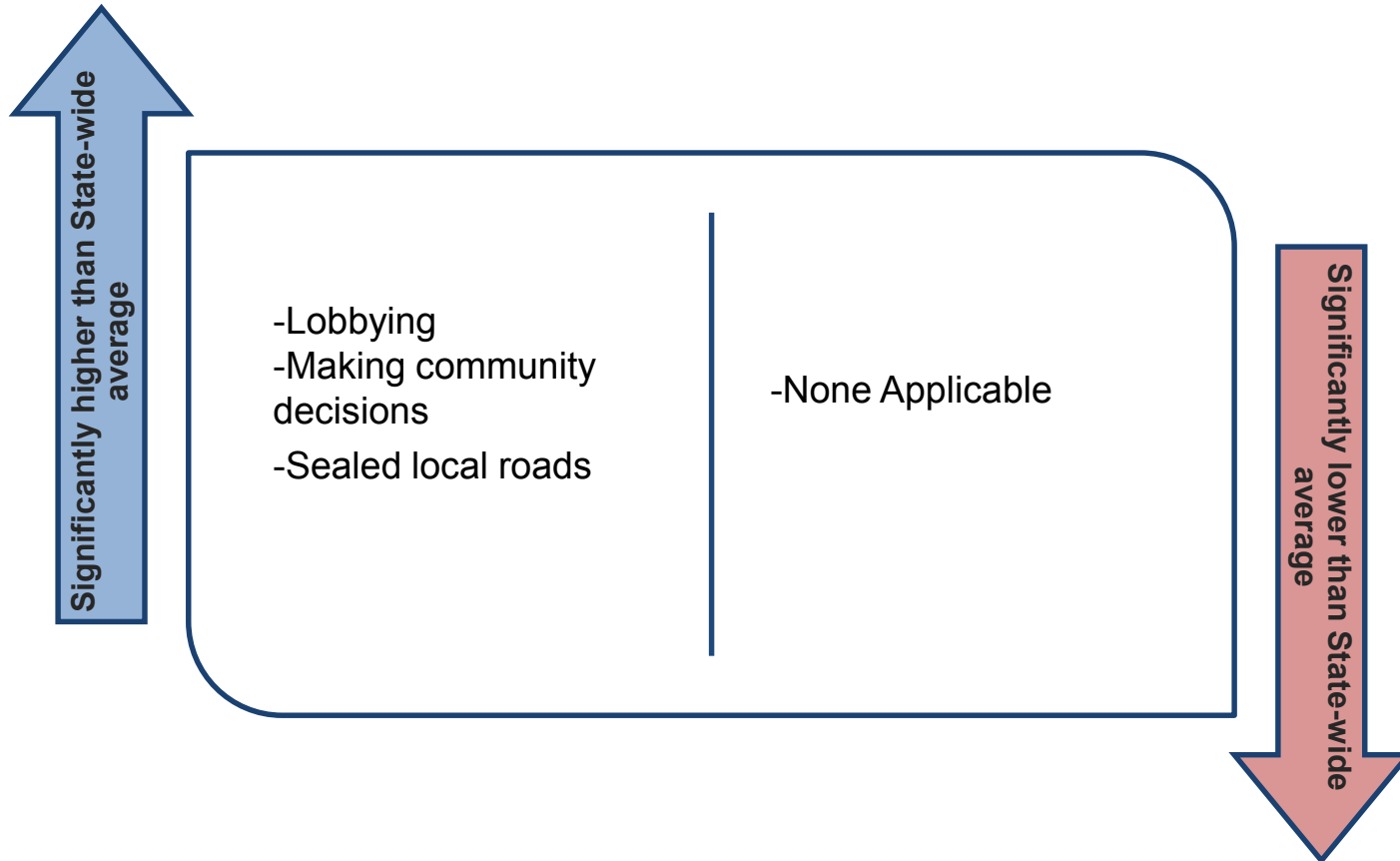
2015 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



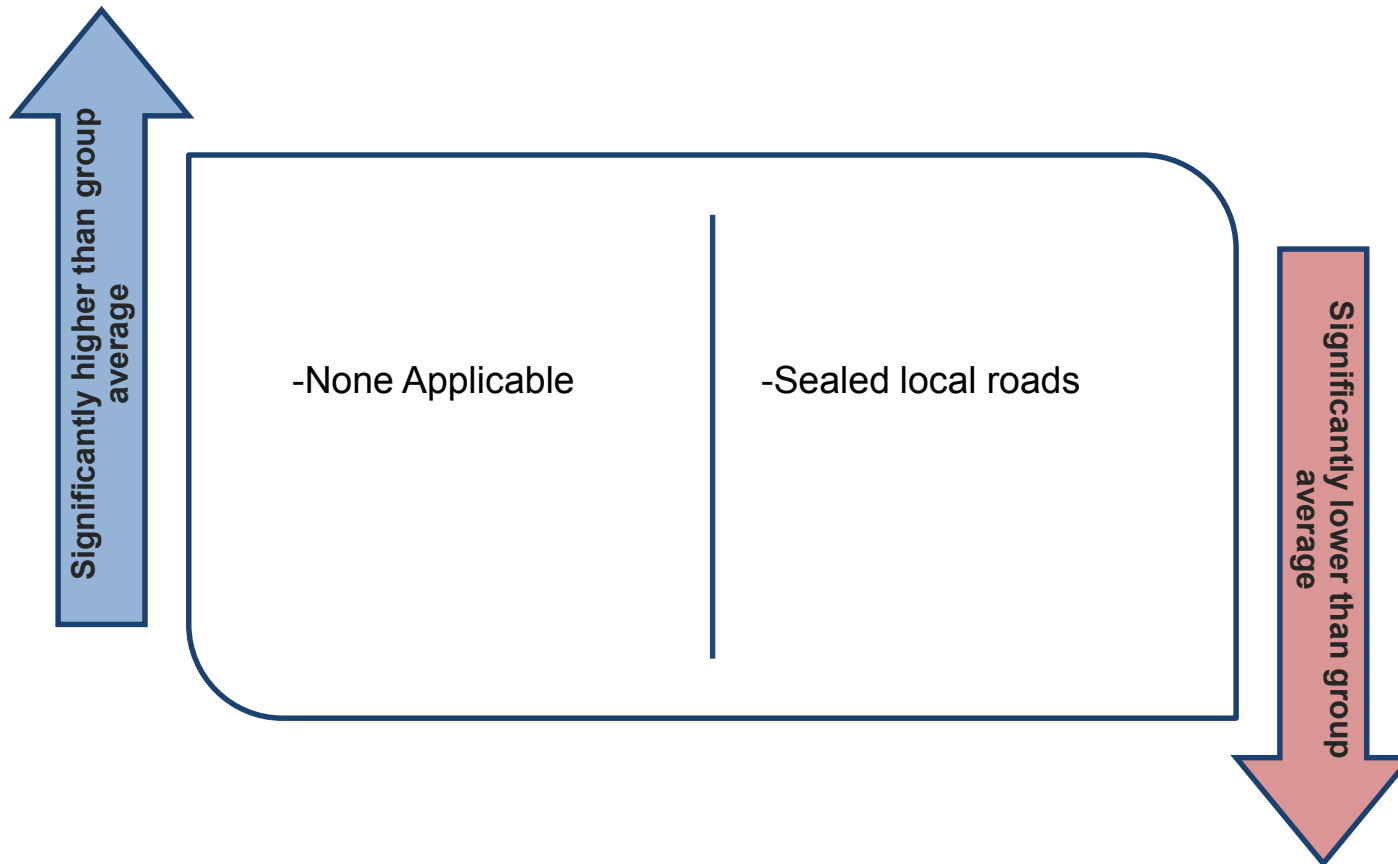
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

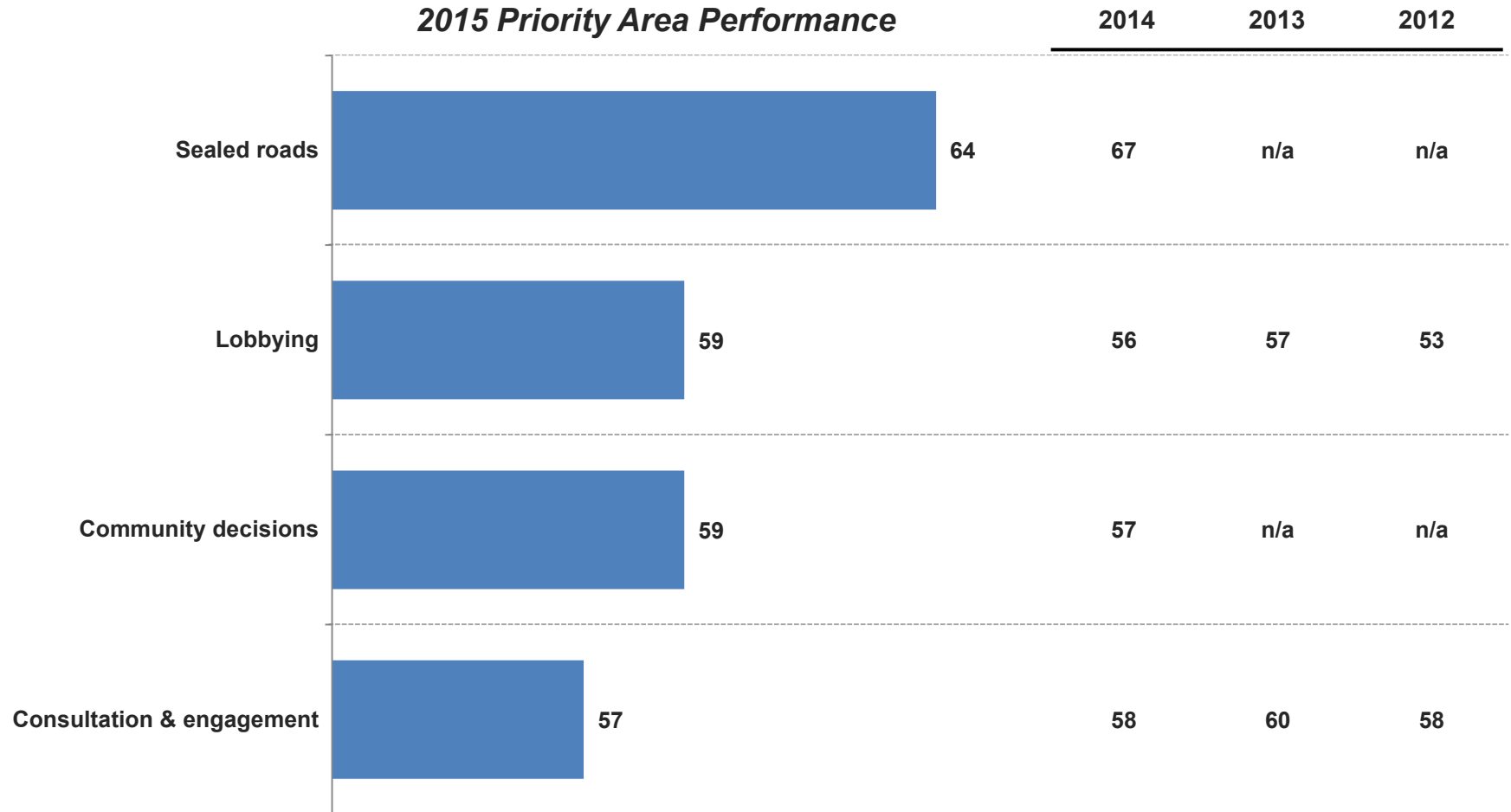


INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2015 PERFORMANCE SUMMARY



Base: All respondents Councils asked State-wide: 69
 Note: Please see page 5 for explanation of significant differences

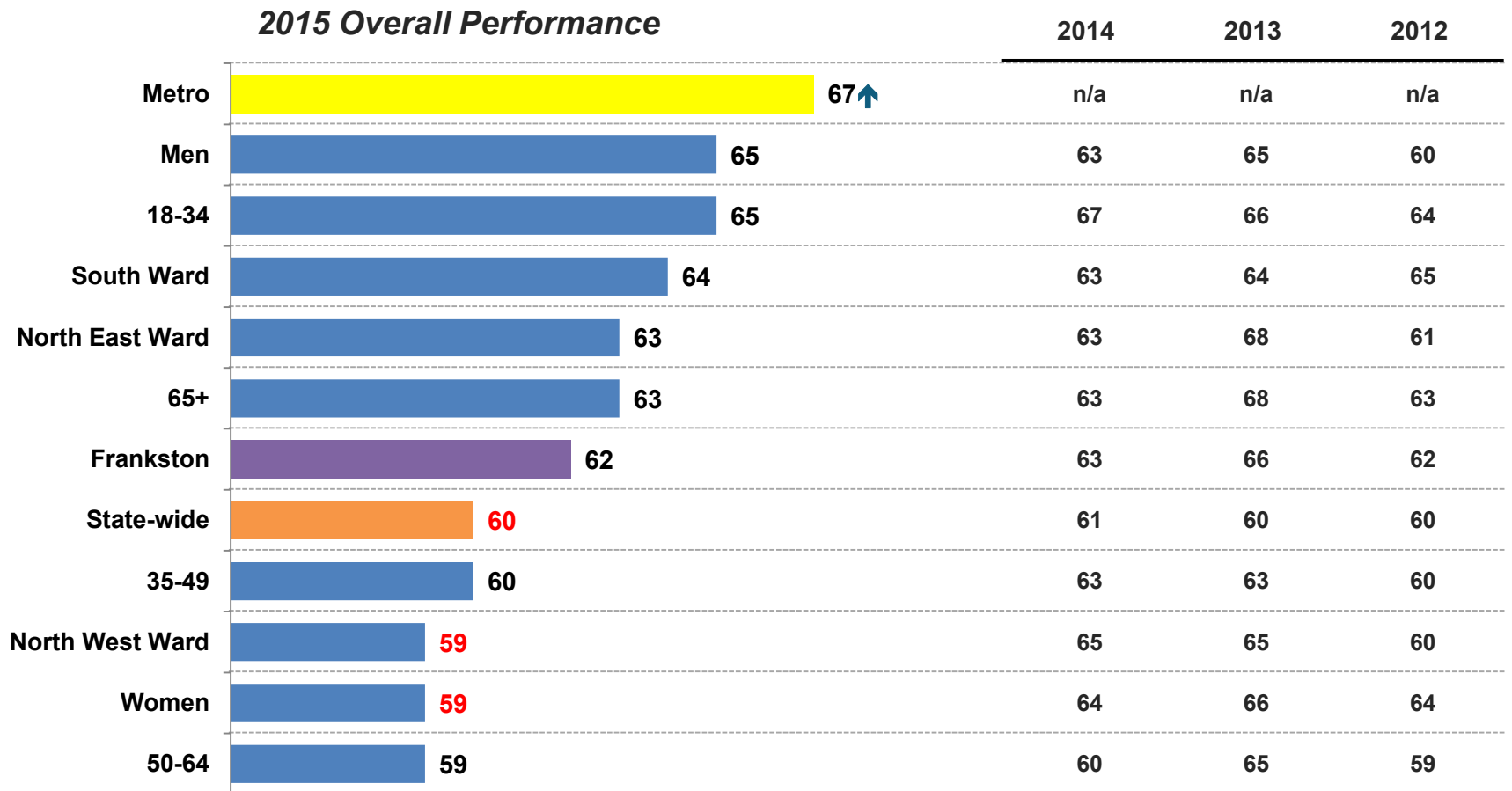
A satellite night view of the United Kingdom, showing the island's outline against the dark sea. The landmass is illuminated by a dense network of glowing yellow and white lines representing roads and city lights. Major urban centers like London, Manchester, and Birmingham are particularly bright. The text "DETAILED FINDINGS" is overlaid in white on the left side of the image.

DETAILED FINDINGS

A satellite night view of the United Kingdom, showing city lights and a network of glowing lines. The text "KEY CORE MEASURE" and "OVERALL PERFORMANCE" is overlaid on the left side of the image.

KEY CORE MEASURE
OVERALL PERFORMANCE

OVERALL PERFORMANCE INDEX SCORES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Frankston City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

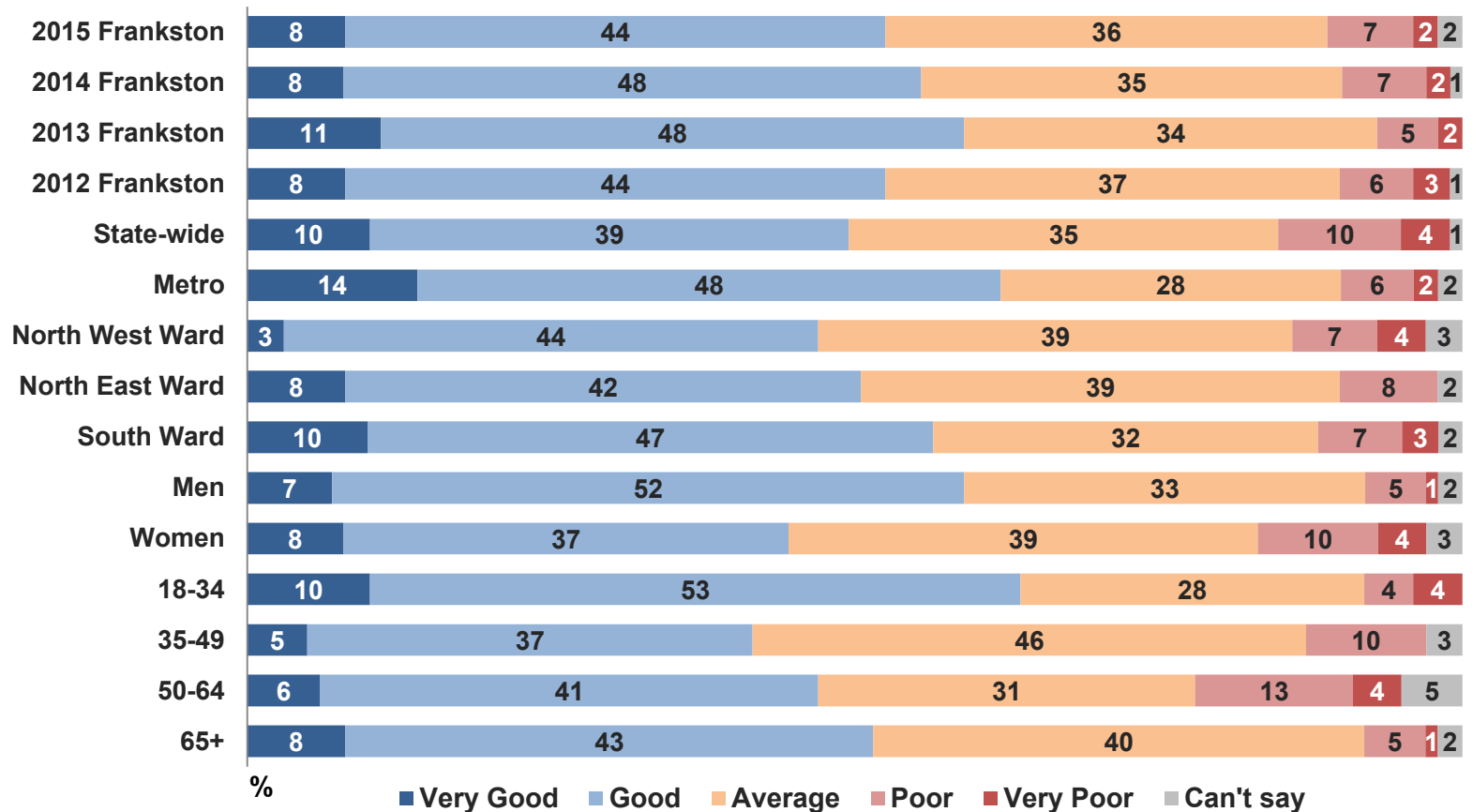
Base: All respondents Councils asked State-wide: 69 Councils asked group: 17

Note: Please see page 5 for explanation about significant differences



OVERALL PERFORMANCE DETAILED PERCENTAGES

2015 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Frankston City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked State-wide: 69 Councils asked group: 17



An aerial night photograph of a city, likely San Francisco, showing a dense network of roads and buildings illuminated by streetlights and city lights. The lights create a complex web of bright yellow and white lines against the dark landscape. The text 'KEY CORE MEASURE' and 'CUSTOMER SERVICE' is overlaid on the left side of the image in a bold, white, sans-serif font.

**KEY CORE MEASURE
CUSTOMER SERVICE**

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Frankston City Council

- 56%, down 3 points on 2014

Most contact with Frankston City Council

- Aged 35-49 years

Least contact with Frankston City Council

- Aged 50-64 years

Customer Service rating

- Index score of 70, down 1 point on 2014

Most satisfied with Customer Service

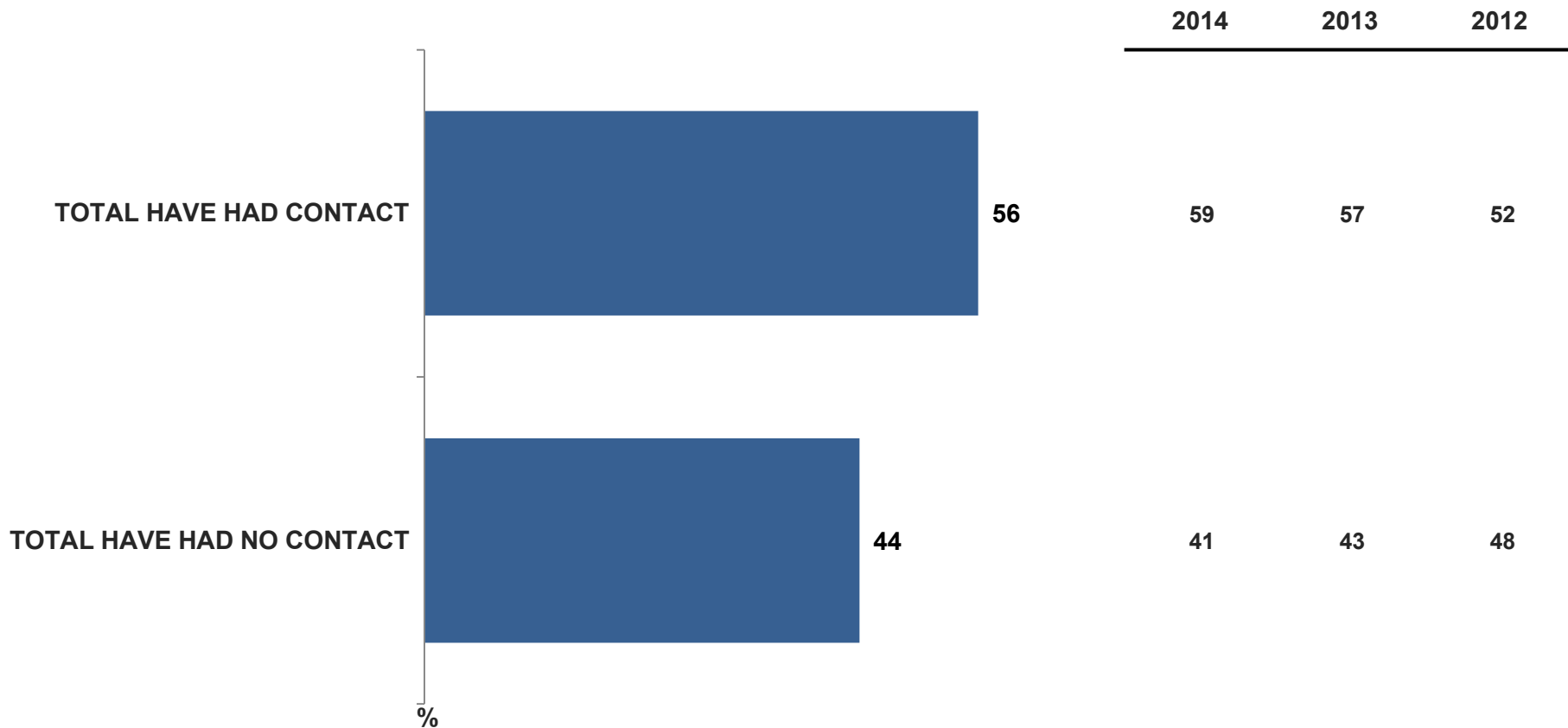
- Aged 65+ years

Least satisfied with Customer Service

- South Ward

2015 CONTACT WITH COUNCIL LAST 12 MONTHS

2015 Method of Contact



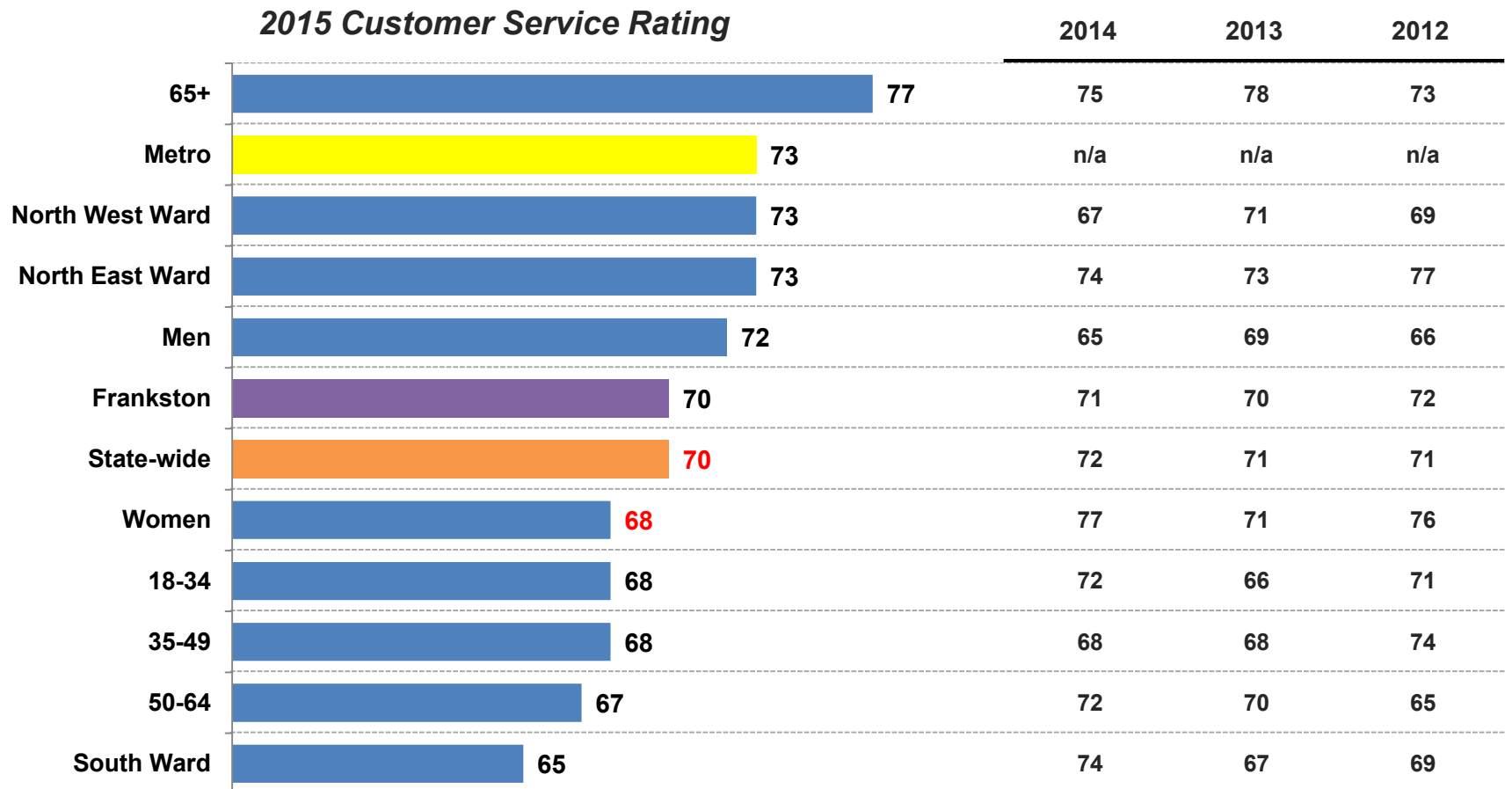
Q5. Over the last 12 months, have you or any member of your household had any contact with Frankston City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 53 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences



2015 CONTACT CUSTOMER SERVICE INDEX SCORES

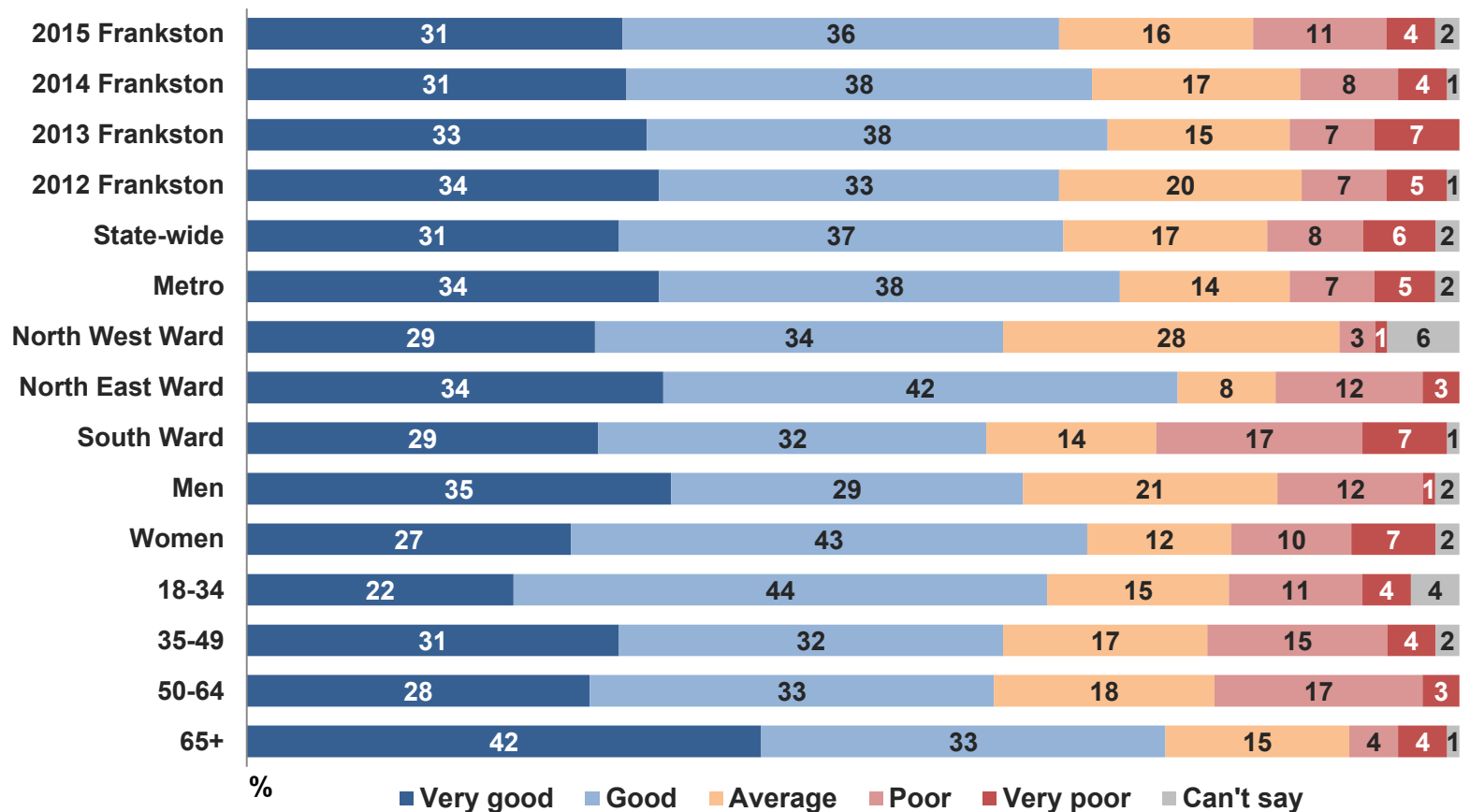


Q5c. Thinking of the most recent contact, how would you rate Frankston City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 69 Councils asked group: 17
 Note: Please see page 5 for explanation about significant differences



2015 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2015 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Frankston City Council for customer service?
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 69 Councils asked group: 17





**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 60% stayed about the same, up 3 points on 2014
- 27% improved, down 3 points on 2014
- 9% deteriorated, up 1 point on 2014

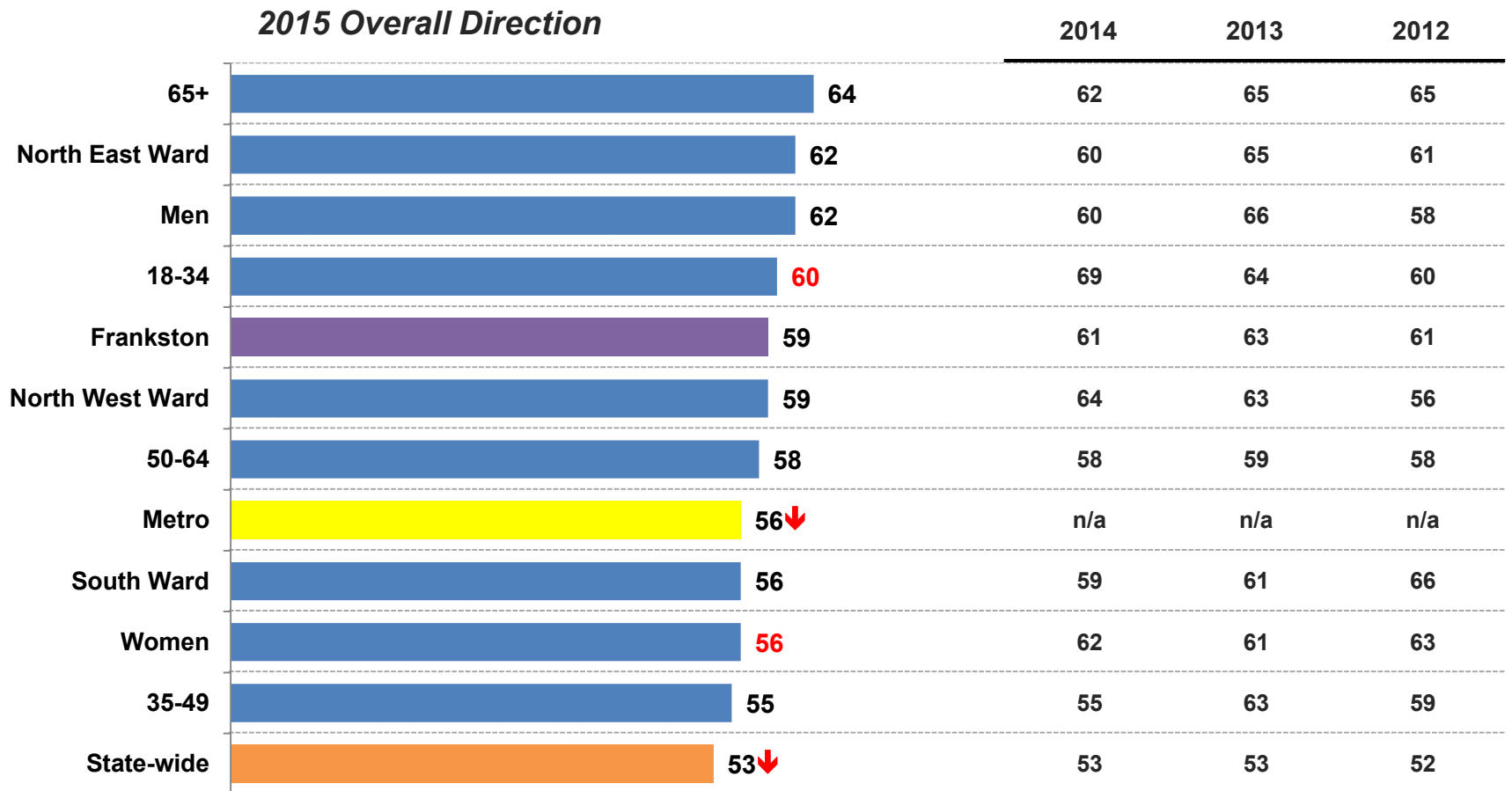
Most satisfied with Council Direction

- Aged 65+ years
- North East Ward
- Men

Least satisfied with Council Direction

- Aged 35-49 years
- South Ward
- Women

2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



Q6. Over the last 12 months, what is your view of the direction of Frankston City Council's overall performance?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

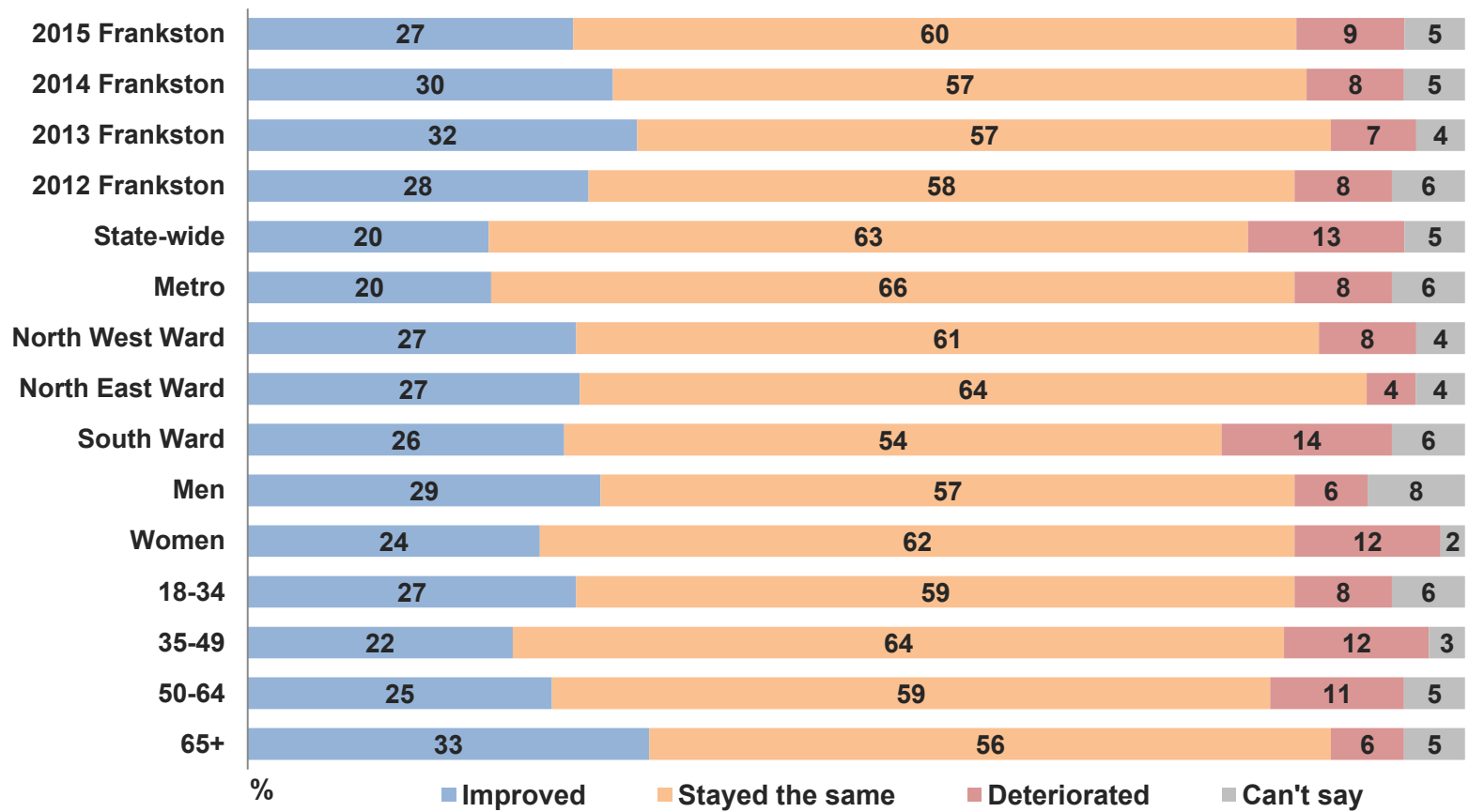
Note: Please see page 5 for explanation about significant differences



2015 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2015 Overall Direction



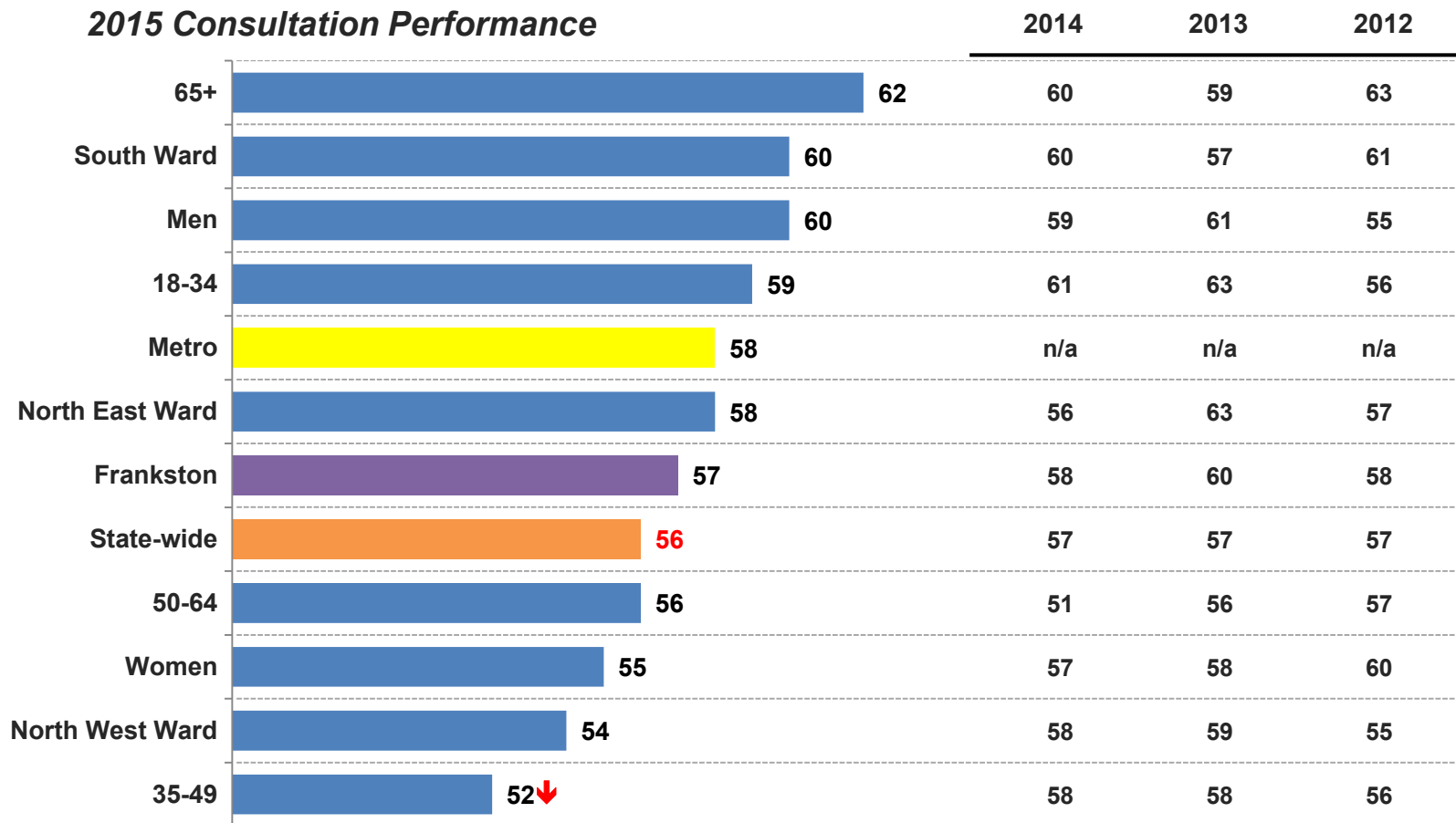
Q6. Over the last 12 months, what is your view of the direction of Frankston City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



A satellite night-time map of the United States, showing the illuminated road network and city lights. The map is centered on the continental United States, with Alaska and Hawaii visible. The text "INDIVIDUAL SERVICE AREAS" is overlaid in white, bold, sans-serif font across the center of the map.

INDIVIDUAL SERVICE AREAS

2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?

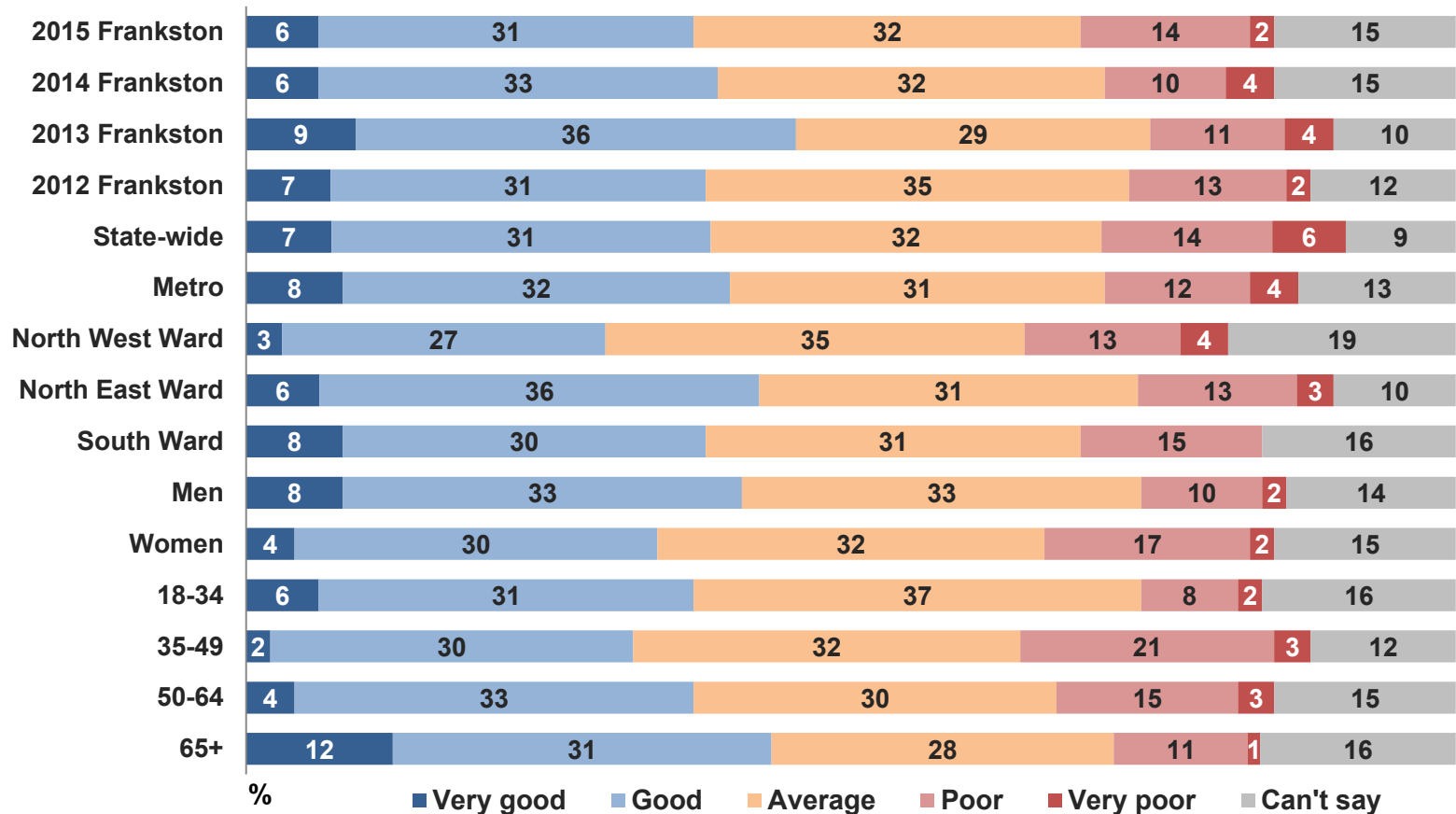
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences



2015 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

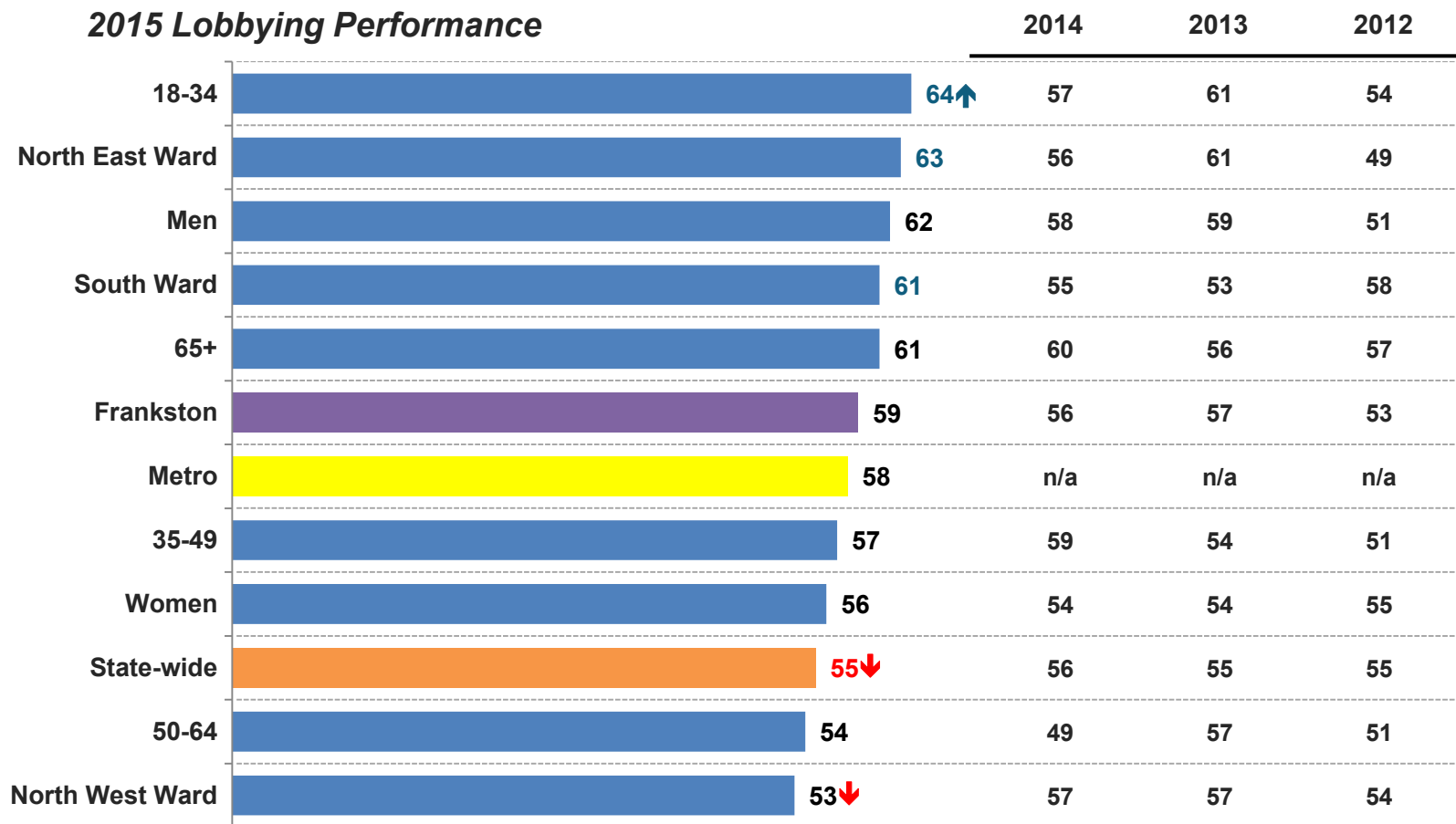
2015 Consultation Performance



Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

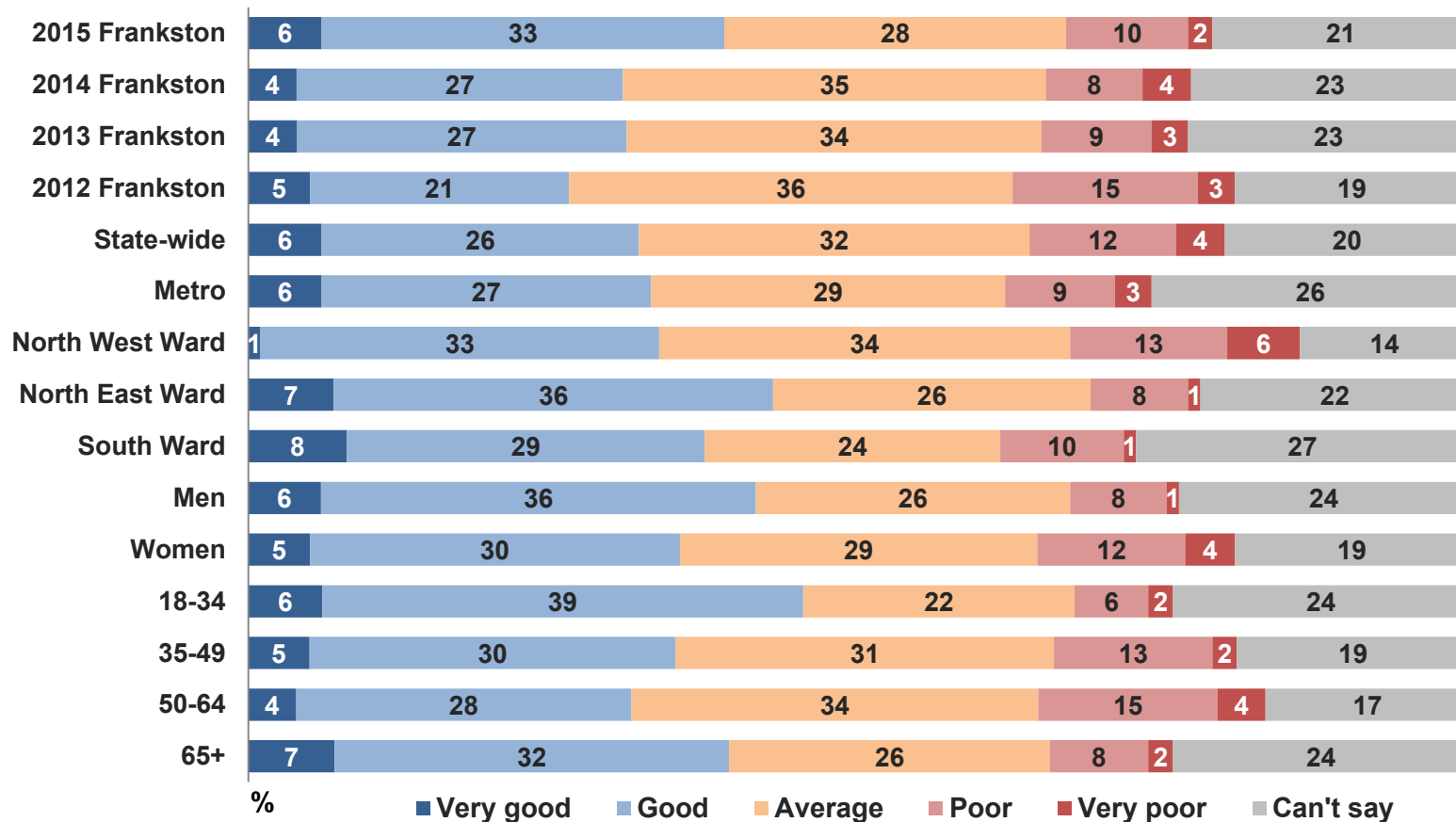
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

Note: Please see slide 5 for explanation about significant differences



2015 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

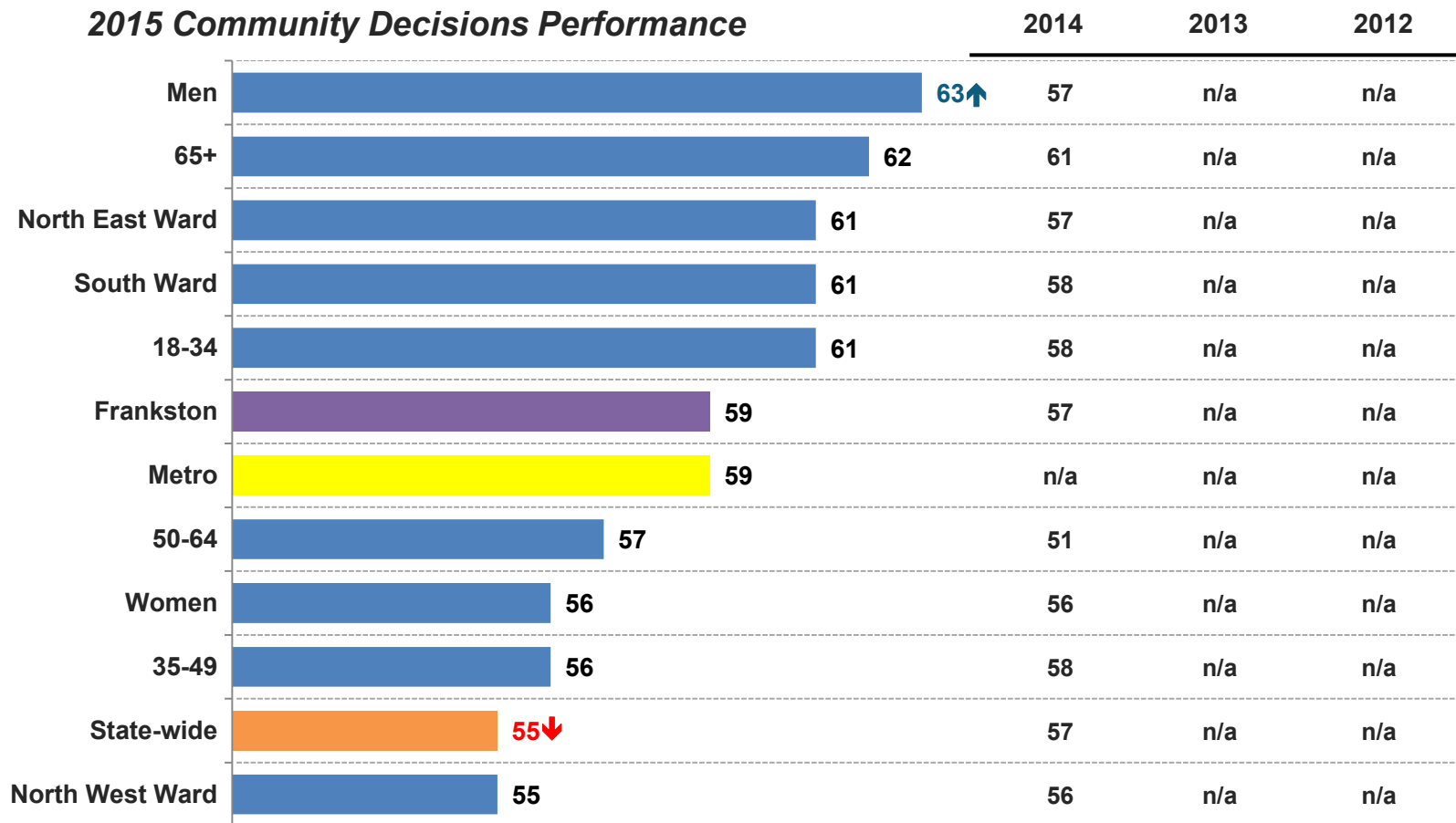
2015 Lobbying Performance



Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?
Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

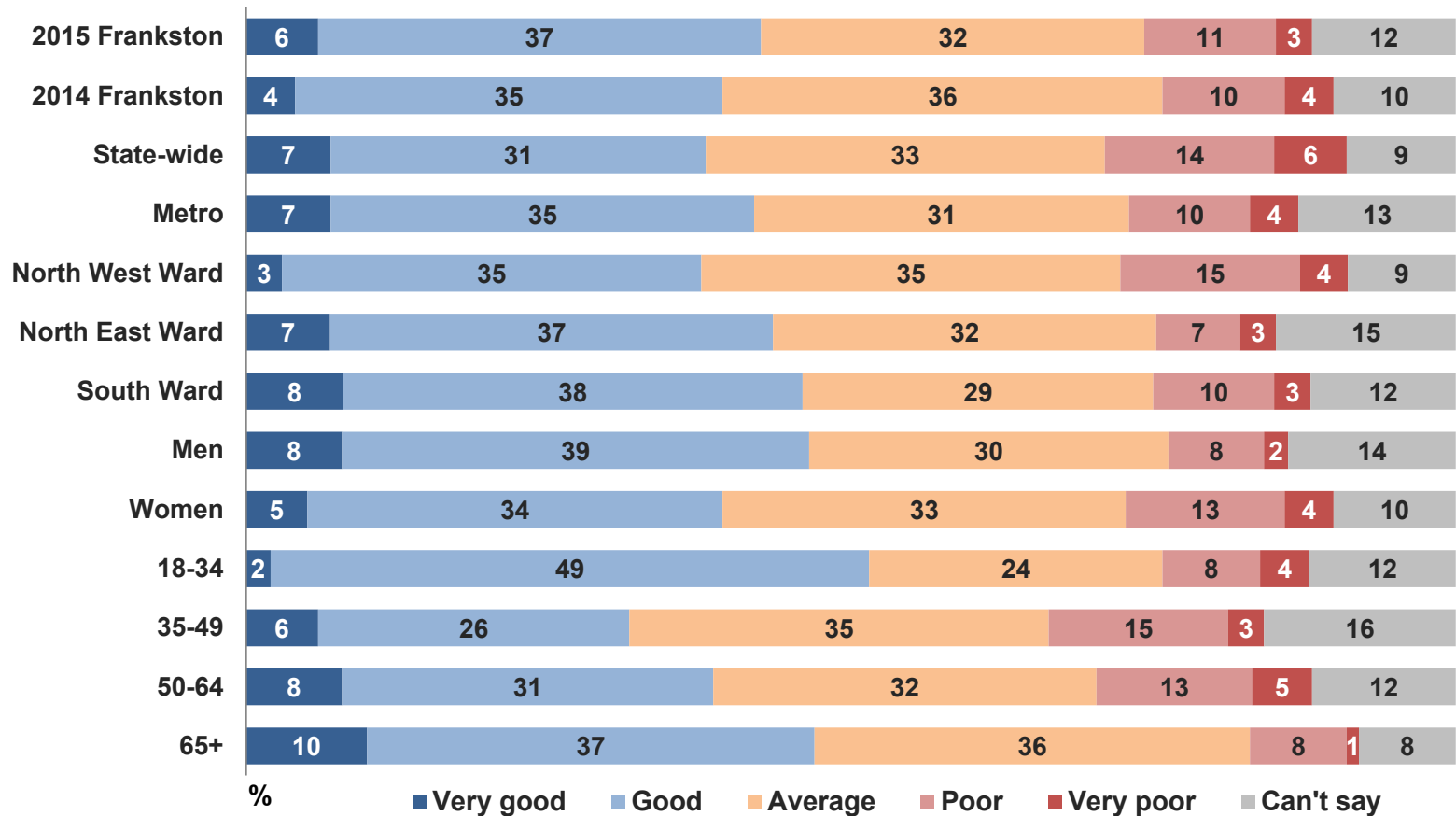
Note: Please see slide 5 for explanation about significant differences



2015 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2015 Community Decisions Performance



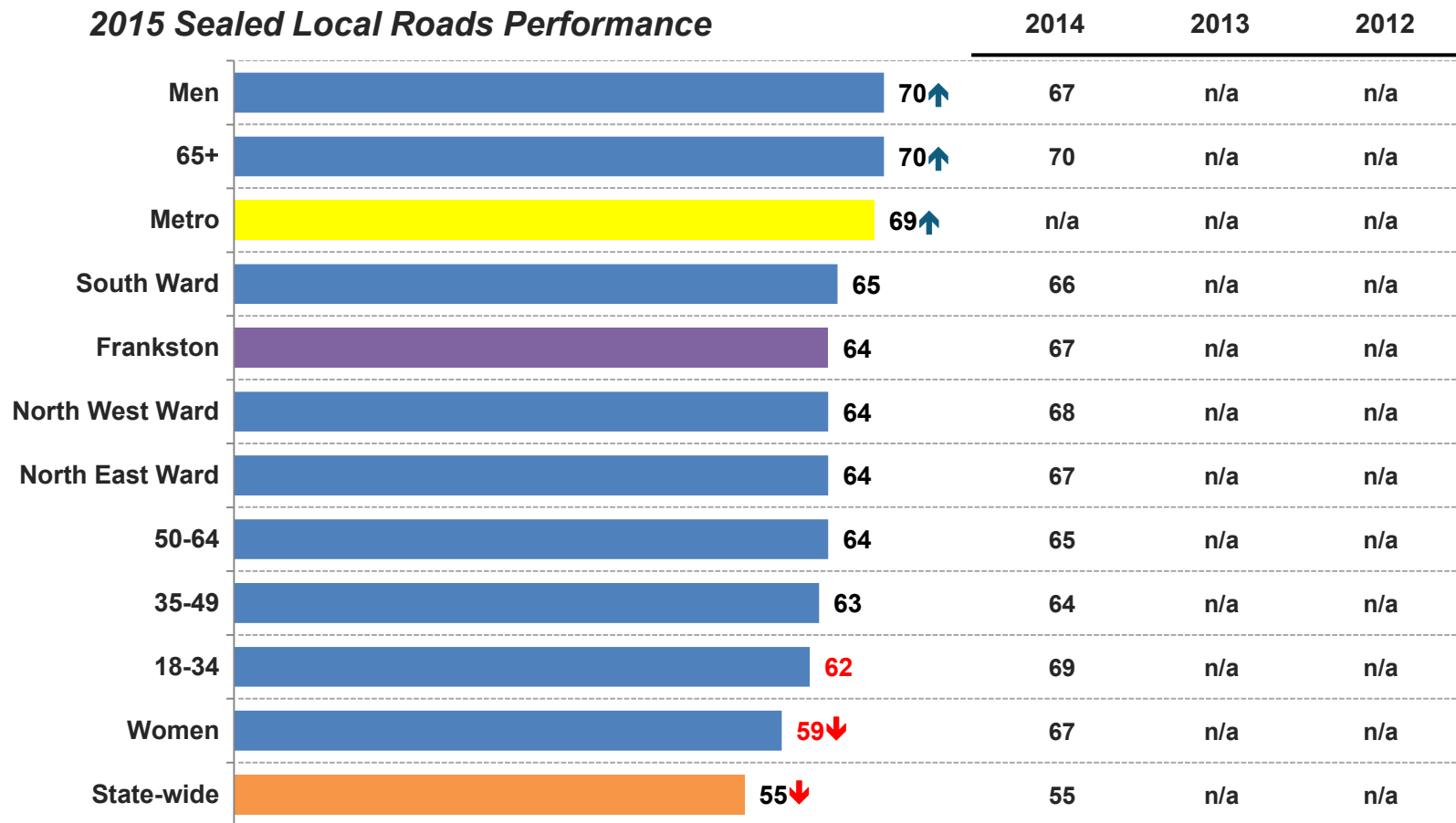
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

2015 Sealed Local Roads Performance



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

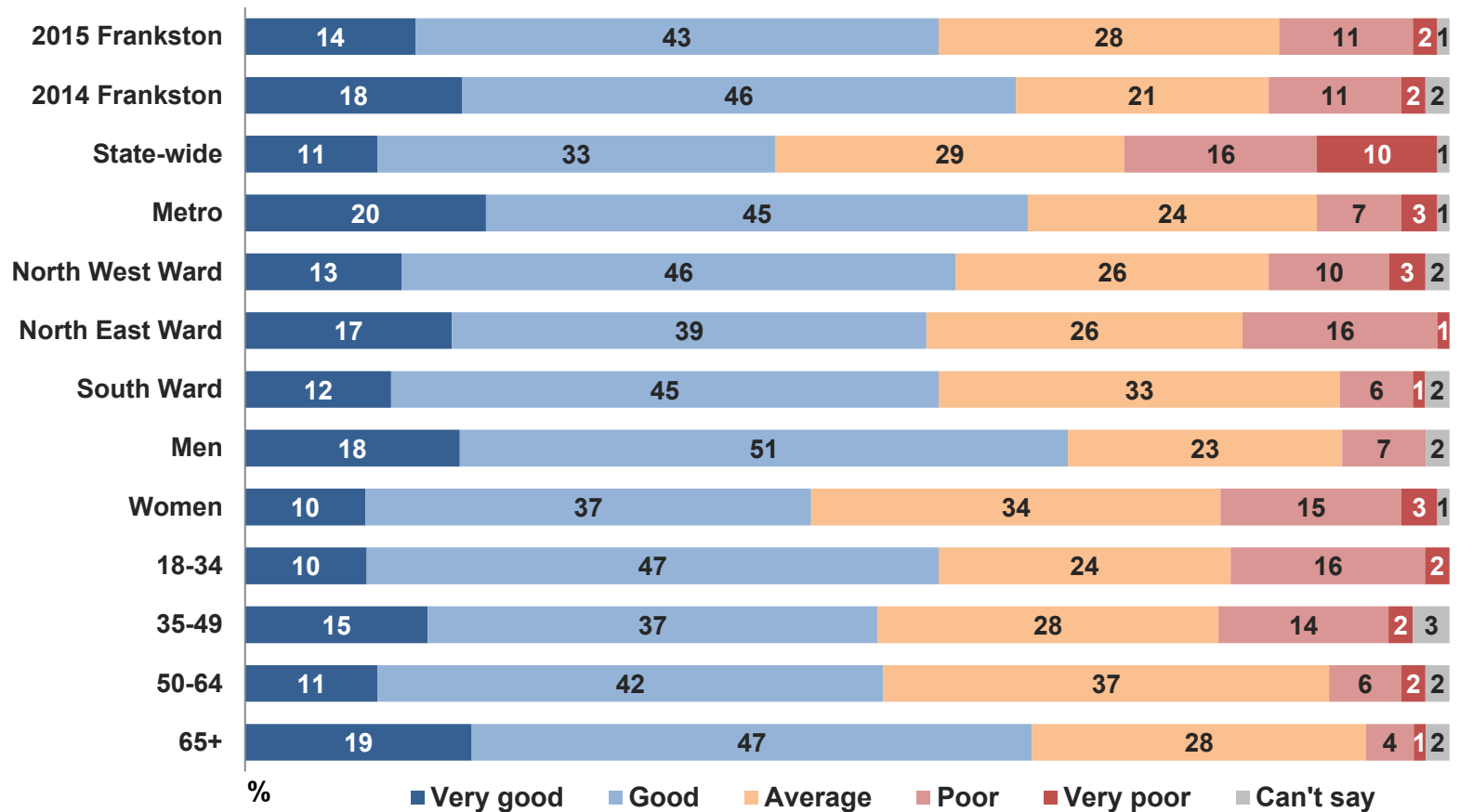
Note: Please see slide 5 for explanation about significant differences



2015 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

2015 Sealed Local Roads Performance



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

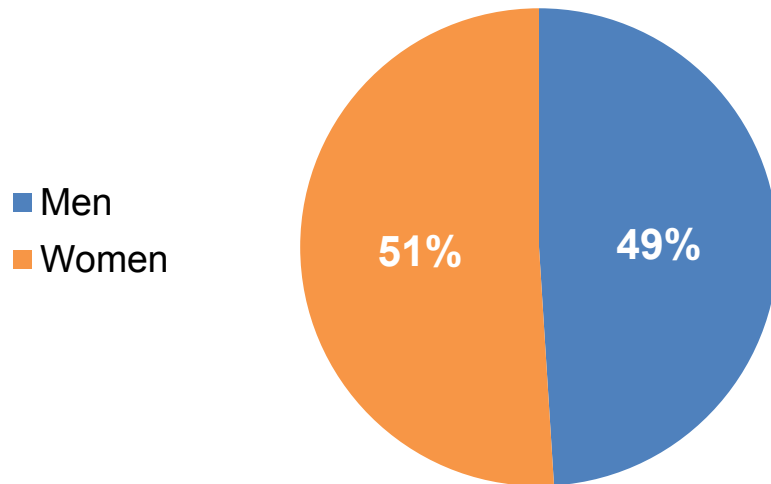


A satellite night view of the United States, showing a dense network of city lights and roadways. The lights are concentrated in the eastern half of the country, with major hubs in the Northeast and the Southeast. The western half is less densely populated, with fewer lights and more visible road networks. The text "DETAILED DEMOGRAPHICS" is overlaid in white, bold, sans-serif font on the left side of the image.

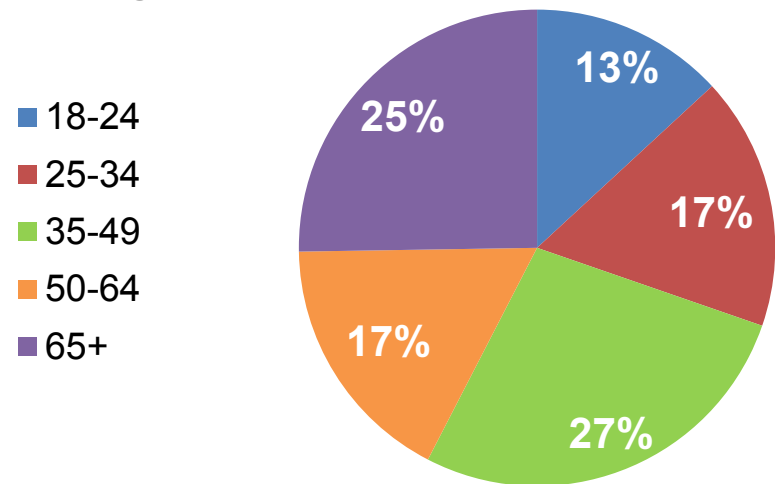
DETAILED DEMOGRAPHICS

2015 GENDER AND AGE PROFILE

Gender



Age



Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



**APPENDIX A:
DETAILED SURVEY TABULATIONS**

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night view of the United States, showing city lights and a dense network of roads. The text is overlaid on the left side of the image.

**APPENDIX B:
FURTHER PROJECT INFORMATION**

APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Frankston City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2015 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2015 State-wide Local Government Community Satisfaction Survey for Frankston City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 103,000 people aged 18 years or over for Frankston City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Frankston City Council	400	400	+/-4.9
Men	175	194	+/-7.4
Women	225	206	+/-6.5
North West Ward	127	122	+/-8.7
North East Ward	121	134	+/-8.9
South Ward	152	144	+/-8.0
18-34 years	49	123	+/-14.1
35-49 years	78	110	+/-11.2
50-64 years	109	67	+/-9.4
65+ years	164	101	+/-7.7

APPENDIX B: ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2015, 69 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating in 2012, 2013 and 2014 vary slightly to those participating in 2015.

Council Groups

Frankston City Council is classified as a Metro council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Metro group are: Banyule, Bayside, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Monash, Moonee Valley, Moreland, Port Phillip and Stonnington.

Wherever appropriate, results for Frankston City Council for this 2015 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metro group and on a State-wide basis. Please note however, that council groupings have changed for 2015. As such, comparisons to previous council group results can not be made within the reported charts. For comparisons with previous groupings, please contact JWS Research.

APPENDIX B: ANALYSIS AND REPORTING

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from ‘very good’ to ‘very poor’, with ‘can’t say’ also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 benchmark survey and measured against the State-wide result and the council group, an ‘Index Score’ has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with ‘can’t say’ responses excluded from the analysis. The ‘% RESULT’ for each scale category is multiplied by the ‘INDEX FACTOR’. This produces an ‘INDEX VALUE’ for each category, which are then summed to produce the ‘INDEX SCORE’, equating to ‘60’ in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can’t say	1%	--	INDEX SCORE 60

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Similarly, an Index Score has been calculated for the Core question ‘Performance direction in the last 12 months’, based on the following scale for each performance measure category, with ‘Can’t say’ responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

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INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

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Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2015 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

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Reporting

Every council that participated in the 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The Overall State-wide Local Government Community Satisfaction Report is available at www.localgovernment.vic.gov.au.

APPENDIX B:

GLOSSARY OF TERMS

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2015 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.